



**SOUTHERN CROSS**  
School of Business

**ELICOS Attendance Monitoring  
Policy & Procedure**

## **ELICOS Attendance Monitoring Policy & Procedure**

### **1. Purpose**

The purpose of this policy is to ensure that Southern Cross School of Business (SCSB or the School), systematically monitors students' attendance at their timetabled classes. This is to ensure that all students of SCSB succeed in their chosen courses of study. SCSB notifies and counsels students who are at risk of failing to meet attendance requirements.

Through the implementation of this Policy, the intention of SCSB is to provide all students with the best opportunity to meet the learning outcomes of their chosen courses.

SCSB would like to ensure that students have maximum exposure to learning. Students are encouraged to attend the classes on time as arriving late interrupts the class and disturb students.

### **2. Scope**

The Policy applies to all international students currently enrolled at SCSB.

### **3. Policy Statement**

It is the Policy of the School to monitor students' participation/attendance to identify inconsistent course progress. SCSB advises students if their participation/attendance in their chosen courses falls below 80% to ensure that students complete their course within the timeframe as per their enrolment and as stated on their CoE.

### **4. Policy Principles**

SCSB has elected to implement the Department of Education policy principles for vocational education and training (VET) regarding student attendance and course progress. A copy of those principles can be downloaded from [www.scsb.nsw.edu.au](http://www.scsb.nsw.edu.au) or requested at the Reception desk. Following are the key principles of the SCSB's Attendance Monitoring Policy:

- i. For complete information about student attendance requirements, students should refer to the International Student Handbook and Course Guides provided to students prior to commencement of their course. Students will also be notified of attendance requirements during new Student Orientation Session. A copy of the International Student Handbook can be downloaded from the SCSB's website.
- ii. Generally, at a minimum, international student have an attendance requirement of 80% of scheduled course contact hours.
- iii. If a student's attendance falls below 80% within 1 study term (10 weeks), they may be deemed as being at risk of not meeting satisfactory course progress within the duration of their CoE. Where low attendance affects a student's academic progress SCSB will deem their progress as inconsistent. As a result of that their enrolment may be cancelled for breach of the School's Code of Conduct – Inconsistent Course Progress.
- iv. The students who did not attend their classes for 5 consecutive days will be deemed as not meeting attendance requirements.

## 5. Inconsistent Course Progress

- i. Standard 13 of the National Code requires SCSB to cancel a student's enrolment where it is suspected that the student is not a 'bona fide' student.
- ii. Inconsistent Course Progress is defined as, 'behaviour that suggests that the student's primary reason for enrolling is for a purpose other than to gain the relevant skill and knowledge required in the course for which they have enrolled. If that has been determined by SCSB for a student, they will be deemed a 'non-bona fide' student.
- iii. Typical signs that may suggest that a student is 'non-bona fide' are:
  - a. The student's participation/attendance in their course is irregular, unreliable or inconsistent;
  - b. The student's participation/attendance is below 80%;
  - c. The student does not actively participate in class discussions and/or group work;
  - d. The student's assignments are deemed to have been plagiarised.
- iv. To avoid course/CoE cancellation due to *Inconsistent Course Progress*, students should attend a minimum of 80% of all classes and submit their assessments on time;
- v. Students should inform SCSB if they aren't able to attend their class;
- vi. The face-to-face contact hours for attendance for each week at SCSB is 20 hours.
- vii. Under the National Code 2018, the SCSB may decide not to report the student in the following circumstances:
  - a. Evidence of compassionate and compelling circumstances;
  - b. The student is maintaining satisfactory course progress;
  - c. The student has in total not missed more than 30% of the scheduled contact hours. Circumstance a and b would be part of this reasoning.

## 6. Student Attendance Monitoring Procedure.

- i. Each enrolled student's attendance will be regularly monitored and recorded in each study period (consists of 10 weeks or one term).
- ii. The trainers will be responsible for checking and recording student attendance.
- iii. If a student is at the risk of not meeting attendance requirements, the Course Trainer will advise the Academic Manager in writing.
- iv. Upon receipt of the Course Trainer's advice, the Academic Manager will commence the process of sending warning letters to the relevant student.
- v. The student will be invited to see the Academic Manager for discussion regarding their attendance matter.
- vi. All Course Trainers are to ensure that their class attendance sheets are accurate and include the following information:
  - a. the name of the students.

- b. the unit of competency to be delivered for the week.
  - c. days and time.
  - d. name of the Trainer.
  - e. signature of Trainer.
  - f. the Course Trainer will ensure that each corresponding box in the attendance sheet was filled appropriately in line with the requirements of the SCSB's Student Management System VET Track;
  - g. each student on the attendance sheet will have to sign in by writing the time they report to their respective classes and sign out by writing the time they left their respective class.
- vii. The Student Administration Manager or their nominee will be responsible for the release of weekly attendance sheets, its' collection and recording of completed attendance in the school's Student Management System;
  - viii. If a scheduled class falls on a public holiday, the Student Administration Manager will ensure that the actual day in attendance sheet for that week where the public holiday occurred is shaded with notification to Trainers "not to complete"
  - ix. In the event of a Public Holiday, an alternate class will be arranged in lieu of the Public Holiday;
  - x. All completed attendance sheets will be recorded in the college's Student Management System and kept stored in secure storage.

## 7. Student Holidays

- i. Students are expected to take breaks only during the designated term breaks;
- ii. The term break dates are provided to all students on the student timetable, the website and on Moodle.
- iii. Any other study breaks are to be negotiated with the Student Administration Manager and with the student's respective trainer.

## 8. Attendance Warning Process

- i. The students who are at risk of not meeting the SCSB's attendance requirement will be contacted by email in the first instance and subsequent warning letter notifications will be sent.
- ii. The Final Warning and Intention to Report letter will be sent via email.
- iii. SCSB will assist students to meet attendance requirements by providing support services as appropriate.
- iv. The concerned students will be sent letters in the following sequence
  - 1. A reminder email that their attendance is falling low;
  - 2. First Warning Letter is sent if the student had not attended 5 or more consecutive classes. This letter is sent in week 3 of the current course stating that they are at risk of not meeting the required attendance.

- v. The first and second warning emails will include an invitation to the student to respond and/or attend an interview with the Academic Coordinator within 10 working days from the date that the email was sent.
- vi. If a student's attendance is seen to be continuously declining after the First Warning Letter, a Second Warning Letter will be sent in week 6 of the current course.
- vii. The Second Warning Letter will invite the student to come in to respond or attend an interview with the Academic Coordinator within 10 working days of the date that the email was sent.
- viii. In the student's meeting with the Academic Coordinator, ways to assist the student will be discussed to allow the student an opportunity to make up their declining attendance.
- ix. If the student's attendance does not improve or continuously declines after the Second Warning Letter and subsequent meeting with the Academic Coordinator, a Final Warning and Intention to Report Letter will be sent in week 1 of the next or succeeding course and the student will be requested to attend an interview with the Academic Coordinator to possibly work on an intervention strategy.
- x. The Final Warning and Intention to Report Letter is sent to the student in Week 1 of the next or succeeding term of the study as a result of the student continually declining attendance percentage despite of intervention strategy put in place.
- xi. If the student does not make any contact within 20 business days with the Academic Coordinator, the student admission will be cancelled from Department of Home Affairs (DoHA) for breach of student visa requirements. The college will be required to report the student to DoHA via PRISMS and the student will receive a written notice and an email informing them of the intention to report for non-satisfactory attendance.
- xii. The written notice of the Intention to Report will also indicate to the student that they can appeal against the decision by accessing the SCSB's Complaints and Appeals process and will have 20 working days in which to do so.
- xiii. If the student chooses to access the college's Complaints and Appeals process, the student will not be reported until the process is complete.
- xiv. Where a student is found to have failed to achieve the SCSB's attendance requirements, whether that student engages with the college's Complaints and Appeals process or not, or the process is completed and results in a decision. The School is required by law to notify the Department of Education through PRISMS as to a student's attendance progress as per Standard 11 Part D of the National Code 2018.
- xv. All records will be kept on the student's file and student may wish to access the records by completing and submitting the college's Student Request Form.

Contact details for the School are outlined as follows:

**Parramatta Campus**

Phone: +61 2 9633 3287  
Address: Level 2, 1-3 Fitzwilliam Street,  
PARRAMATTA NSW 2150  
Email: [admin@scsb.nsw.edu.au](mailto:admin@scsb.nsw.edu.au)

**Sydney CBD Campus**

Phone: +61 2 8937 0506  
Address: Level 3, 531 George Street  
SYDNEY NSW 2000  
Email: [admin@scsb.nsw.edu.au](mailto:admin@scsb.nsw.edu.au)

**Document and Version Control**

<b>Version</b>	1.1
<b>Date Effective</b>	1 <sup>st</sup> May 2020
<b>Review</b>	This Policy will be reviewed in accordance with the SCSB’s Policy Review Schedule
<b>Approved by</b>	Principal
<b>Approval Date</b>	1 <sup>st</sup> April 2020
<b>Policy Owner</b>	Southern Cross School of Business
<b>Policy contact</b>	Principal
<b>Related Standard</b>	National Code of Practice for Providers of Education and Training to Overseas Students 2018 (Cth) Part D, Standard 11
<b>Related Documents</b>	ESOS Framework Education Services for Overseas Students Act 2000 (Cth) Privacy Act 1988 (Cth)